

# The Difference is You

September 22, 2015

At the Indianapolis Public Library

Program of the Indiana State Library's  
Professional Development Committee



## Keynote Speaker: Lauren Burnett

*For 30 years I've wondered how I could create a life with greater significance, achievement and flow. I've found that it is not what we find "out there," but what we tap within that makes us great.*

Lauren's penetrating insight into human potential development has been gained from more than 25 years of extensive experience in helping leaders, organizations, teams and individuals achieve professional and personal success and fulfillment. She is principal of the Center for Inner Quality, a Cleveland-based training, coaching and consulting organization with national presence.

Her learning and coaching sessions unleash the power of choice for extraordinary results and embrace break-through thinking and action to create cultures and conversations of influence. She is a certified business coach through the World Wide Association of Coaches, a facilitator of Emotional Intelligence Professional Education and Behavioral Change Model created by Q-Metrics and Dr. Robert Cooper, author of Executive EQ, and a certified Pre-Cognitive Re-Educator. She has also served as an adjunct faculty member at Ohio State, Tri-C, Kent State and Cleveland State University.

Lauren has appeared on TV and radio speaking on human potential development and has written numerous articles in newspapers and trade publications.



## Conference Schedule / September 22, 2015

**Indianapolis Public Library - Central Library - 40 E St Clair St, Indianapolis, IN 46204**

8:30-9:30 Registration / Outside Clowes Auditorium  
Coffee / Tea / Juice

9:30-10:40 Welcome and General Session - Clowes Auditorium

Suzanne Walker - Indiana State Library's Professional Development Committee  
Jackie Nytes - Chief Executive Officer of the Indianapolis Public Library

**General Session with Lauren Burnett - 1 LEU**

10:40-10:50 Break - Entire library - No food or drink in Clowes Auditorium



# The Difference is You / September 22

**Conference  
Hashtag**

#LibraryDifference2015

10:50-11:35 **Breakout Session One (Three Choices)**

## **A) The Foundation of Library Service: The Customers Goodrich-Houk Room / 1 LEU**

Customer service is something we hear about everyday. In this session you will identify the difference between internal and external customers. What are the expectations of each? Do we call our customers “patrons”? Why? Join us for a new look at customer service.

**Speaker:** Joe Fox / Indianapolis Public Library—2013 Indiana Library Leadership Academy Member

## **B) I Can Do This! Turn Negativity Into PEP [Positive Energy Power]**

### **Knall Room / 1 LEU**

Ease tension, increase confidence and get things done easier by learning immediately usable strategies you can apply right away at work in dealing with negators -- “My Way or the HighWayers,” Dramatics, Complainers, Slackers and others.

**Speaker:** Lauren Burnett, Center for Inner Quality

## **C) Library Landscapes and Professional Opportunities Riley Room / 1 LEU**

Learn about different kinds of libraries, different jobs available in libraries, and which one is best for you. Speakers representing academic, public, and school libraries will discuss the differences and similarities of their respective libraries. This session is perfect if you are trying to define the direction of your career, or if you are just curious about how different libraries can be.

**Speaker:** Kirsten Leonard, Private Academic Library Network of Indiana

**Speaker:** Cheryl Wright, Indianapolis Public Library

**Speaker:** Kym Kramer, Indiana University Purdue University of Indianapolis

**Moderator:** Noah Brubaker, Private Academic Library Network of Indiana

11:35-11:45 Break

11:45-12:30 **Breakout Session Two (Three Choices)**

## **A) Step Up Your Style: Presentations That Will Wow Any Audience**

### **Goodrich-Houk Room / 1 LEU**

At some point, we are all called upon to make a presentation. For some, this may be an unnerving exercise. It doesn't have to be. Furthermore, if you are investing time and energy crafting and communicating an important message, you can't afford to miss the mark with ineffective delivery. The good news is that great presenters are made, not born. Anyone can engage and persuade others by understanding adult learning styles and creating presentations that respond to what audiences need and want. Attendees will learn techniques that will work in any library setting, that help them create and deliver outstanding presentations from the introduction right on through the question and answer session.

**Speaker:** Catherine Lemmer, Indiana University Robert H. McKinney School of Law

## B) Creating an Inclusive Library Knall Room / 1 LEU

Libraries today do more for patrons than provide materials and answer reference questions. This is especially true for our patrons with disabilities. Often the library serves this community as not only a place to get information but also a place to engage with their peers, participate in social programs and find stories and worlds that they can identify with. This session will explore ways in which you can make your library more inviting for people with disabilities as well as resources available throughout the state that can help you meet their information needs.

**Speaker:** Christina Wray, Center for Disability Information and Referral, Indiana Institute on Disability and Community—2013 Indiana Library Leadership Academy Member

## C) Tools for the Library Job: Increasing Our Skills, Expanding the Field, and Googling Like a Boss Riley Room / 1 TLEU

Libraries will always be faced with the challenge of increasing our overall value in our communities. So, as libraries continue to change and adapt to the high-tech information environment, library staff need to explore ways in which they can leverage this new environment and increase services we provide both internally and externally. Developing skills that are generally considered outside the purview of librarianship or acquiring new abilities in order to serve different populations will help libraries maintain relevancy. Together, we'll look at different tools and freely available resources that library staff can use to develop new skills and, ultimately, alter the perception of libraries and the services we provide.

**Speaker:** Cort Eyer, University of St. Francis

12:30-2:00

### Lunch and Networking Event

Pick up your lunch in the registration area. Attendees are allowed to eat lunch anywhere in the library except the Clowes Auditorium. The networking portion of lunch is optional. If you'd like to participate in the networking event, look at the sidebar for more instructions. After lunch, be sure to move along to your next session! Session three starts at 2:00. LEUs are not available for the lunch networking sessions.

2:00-2:45

### Breakout Session Three (Three Choices)

#### A) eReader Show and Tell Goodrich-Houk Room / 1 TLEU

Does it make you nervous to help patrons with their eReaders? Join Indiana State Library staff as they talk about the ins and outs of eContent and do a show and tell of a variety of eReaders. You will learn about different devices and how they can be used to access eBooks.

**Speaker:** Kim Brown-Harden, Indiana State Library

**Speaker:** Amber Painter, Indiana State Library



### Lunch

The Difference is You Conference features a Networking Lunch. Have lunch with old friends and/or meet new ones while discussing various topics.

Pick up your lunch in the registration area then meet your moderator at one of the chosen locations below:

- The Role of Paraprofessionals in Libraries—Meet in the Knall Room
- Library Landscapes: Get more information on working in different types of libraries—Meet in the Goodrich-Houk Room
- The Lighter Side: How do staff members build rapport with each other? What team building activities has your library used to bring fun to work? We will discuss internal and external ideas.—Meet in the Atrium
- Management 101: Managing students and volunteers.—Meet in the Atrium

### Dress in Layers

It is always difficult to make sure everyone is comfortable with the temperature in meeting rooms. Be conference savvy and dress in layers.

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**You will fill out a post-event survey to receive your LEUs.**



## Conference Hashtag

#LibraryDifference2015

Interested in being an **Indiana Library Leadership Academy Fellow** in 2016?

Watch the following Listservs for details.

INPUBLIB  
INLIBRARIES

<http://continuinged.isl.in.gov/leadership/>

Not sure how to subscribe to a listserv? Learn how here:

<http://www.in.gov/library/listservs.htm>

## Any questions?

Suzanne Walker  
Indiana State Library  
suwalker@library.in.gov

## B) Managing and Coping with Change in the Library Knall Room / 1 LEU

"Change is the law of life. And those who look only to the past or present are certain to miss the future." *John F. Kennedy* Libraries, public, specialized, and academic, are in the midst of continuous change which can be stressful, exciting, and even mournful. As we position our library services and collections to meet the evolving needs of today's public and academic audiences, we have to make decisions about what to continue and what to let go. Hear from two librarians who have dealt with change both at an individual career level and organizationally, and learn the strategies they employed to "not miss the future."

**Speaker:** Sally Neal, Butler University

**Speaker:** Brooke Cox, DePauw University

## C) I am Communication Savvy! Key Pointers on Improving Communication Riley Room / 1 LEU

Sharpen your ability to communicate with others and gain tips on how your body language makes you approachable, confident and competent. Explore verbal communication that builds rapport and avoids misunderstanding as well as tips on email etiquette. Join our Keynote speaker for another dynamic session.

**Speaker:** Lauren Burnett, Center for Inner Quality

2:45-2:55

Break

2:55-3:40

## Breakout Session Four (Three Choices)

### A) Reference 101

#### Goodrich-Houk Room / 1 TLEU

Do you work at a reference or information desk? Then this session is for you. Where do you operate from? A computer lab? A mobile desk? How have recent advances in librarianship and technology affected the way you perform your reference interview? Is Google really the end-all be-all of internet searching? What are the cool new portals to the data behind current global policy decisions? All this and more, in your friendly Reference 101 session! Time will be built in for questions.

**Speaker:** Katie Springer, Indiana State Library—2014 Indiana Library Leadership Academy Member

### B) The New INSPIRE.in.gov and Why You Should Care Knall Room / 1 TLEU

A new version of INSPIRE has launched. Don't know what INSPIRE is? Then this session is for you. Learn about all the databases and resources available to any library in Indiana including resources to help write a resume, find a biography, and learn quick information on current events. INSPIRE is Indiana's online, reliable, library. Make sure you know all you can about this valuable resource.

**Speaker:** Paula Newcom, Indiana State Library



Thank you to the Indianapolis Public Library and the Indiana Library Federation for hosting and assisting with this event. We appreciate your partnerships.

## C) Engaging Your Community for Inspired Services Riley Room / 1 LEU

What does true community engagement look like, and how do you do it? If you did it, what would happen? This presentation will explain the concept of “engagement” and how it differs from marketing, what tools you can use to “engage” your community, and the inspiring services that can develop when you find out what your community truly needs and wants.

**Speaker:** Michelle Bradley, Midwest Collaborative for Library Services

**Speaker:** Shanika Heyward, Indianapolis Public Library

**Speaker:** Paula Smith, Knox County Public Library

3:40 -3:50 Break

## 3:50 - 4:35 Breakout Session Five (Three Choices)

### A) Technology Instruction Goodrich-Houk Room / 1 TLEU

The library's tech trainer called in sick and you have two hours to create a class on a subject you've never taught before. A patron wants to edit some digital photos, but neither you nor he knows how to use photo-editing software. With a little preparation now, you can teach and serve like a tech wizard in the face of the unexpected. Learn strategies that work from the public library perspective and the academic perspective alike.

**Speaker:** Michael Starks, Indianapolis Public Library

**Speaker:** Amanda Starkel, Butler University

### B) Collection Development from a Front Line Perspective Knall Room / 1 LEU

What's a collection? Why are some books bought for your library while others are passed over? What do you do when someone thinks your library should not own a certain title? How do you handle purchasing suggestions from your users? How do you handle donations? The thinking behind all these questions and more will be chewed over in this session sure to spark discussion about what belongs in a library.

**Speaker:** Rachel Applegate, Indiana University Purdue University of Indianapolis

### C) From the Front Line to the Front Office: Taking Leadership to the Next Level Riley Room / 1 LEU

Have you recently been promoted in your current organization? Are you starting a new job at a new library with manager or leader in the job description for the first time? The transition from excellent staff librarian leading from within a group of peers to being an official supervisor can be nerve-racking. This session will outline behaviors to avoid and behaviors to embrace to get you off to a solid start whether you are leading your former colleagues or an all-new crew.

**Speaker:** Edra Waterman, Hamilton East Public Library



## Parking Information

Free parking is available at the Indy Public Library. Enter the garage off of Pennsylvania Ave. Be aware that Pennsylvania Ave. is one-way going south. The entrance will be on your right, just south of 9th Street.

When you arrive at the garage, please take a white entrance ticket from the machine. The arm will go up. Do not lose your ticket.

At the event, you will be given a blue complimentary voucher for parking. Do not use the payment stations located near the garage and inside the library.

Upon exiting the garage, simply insert the blue parking voucher into the exit machine first, then insert the white entrance ticket. The arm will raise.

*The Difference is You conference was planned by the Professional Development Committee of the Indiana State Library and is made possible by a grant from the U.S. Institute of Museum and Library Services, administered by the Indiana State Library. Thank you to everyone who helped plan, work, and present at the event.*







# Speaker Bios

## **Dr. Rachel Applegate - Library and Information Science, IUPUI / [rapplega@iupui.edu](mailto:rapplega@iupui.edu)**

Dr. Rachel Applegate is an experienced library practitioner and educator, teaching library management and evaluation of library resources and services. She is the author of *Practical Evaluation Techniques for Librarians*, and *Managing the Small College Library*. She has worked with the American Library Association on the Library Support Staff Certification project, and the Public Library Association with the Leadership Summit program. She is the chair of the Library and Information Science department at IUPUI.

## **Michelle Bradley - Midwest Collaborative for Library Services / [bradley@mcls.org](mailto:bradley@mcls.org)**

Michelle's career includes over 20 years' experience working in libraries in various capacities, including public services, technical services, branch manager, assistant director and director. She has taken this experience to the Midwest Collaborative for Library Services (MCLS) where she serves as Community Engagement Librarian, working with multi-types of libraries throughout Indiana and Michigan. In addition to her B.A. from Purdue University, MLS from Indiana University and graduate certificate in Public Management from IUPUI, she has been trained as a Public Innovator through the ALA/Harwood Institute's Public Innovator Lab.

## **Kim Brown-Harden - Indiana State Library / [kbrown-harden@library.in.gov](mailto:kbrown-harden@library.in.gov)**

Kimberly Brown-Harden is the Northwest Regional Coordinator for the Indiana State Library. Kim has experience in public libraries and developing programs for babies, children, and adults before becoming Reference Librarian and State Documents Coordinator for the ISL, then Regional Coordinator for federal documents.

## **Brooke Cox - DePauw University / [bcox@depauw.edu](mailto:bcox@depauw.edu)**

Brooke Cox has ridden the change wave at DePauw University in Greencastle, IN from slide librarian in the art department to systems librarian at the main library. She oversees the ILS, library website and digital library program, which includes the institutional repository and a variety of image collections from the University Archives and Art Galleries. She recently served on the PALNI (Private Academic Library Network of Indiana) migration steering committee to help the 23 member schools in their transition to a new ILS. She enjoys working with others to navigate new technology and fine tuning systems to best meet staff and patron needs.

## **Cort Eyer - University of Saint Francis / [ceyer@sf.edu](mailto:ceyer@sf.edu)**

Cort Eyer is a Reference & Instruction Librarian at the University of Saint Francis in Fort Wayne, IN. Cort also has experience as a public librarian. He spent 5 years as a social worker before becoming a librarian. In his spare time he can likely be found spending time with his wife and two children, reading, or trying to learn something new online.

## **Joe Fox - Indianapolis Public Library / [jcfox@indypl.org](mailto:jcfox@indypl.org)**

Joe is a 2010 graduate of the IU School of Library and Information Science. He has a focus in juvenile services and a passion for community. He supervises a team of 7 enthusiastic pages and believes that the library has become something much bigger than Andrew Carnegie ever envisioned. Joe lives in Broad Ripple with his wife and 2-year-old son and their two fur babies.

## **Shanika Heyward - Indianapolis Public Library / [sheyward@indypl.org](mailto:sheyward@indypl.org)**

Shanika Heyward, the Indianapolis Public Library's manager of the East 38<sup>th</sup> Street Branch, was raised in her neighborhood. Shanika received a Master's Degree in Library Science in 2010 at IU School of Library & Information Science where she also was an Indiana Librarian Leading in Diversity fellow. Last year, Shanika was named *Forest Manor's Community Service Champion* and received *Faith-based Love Award* for her dedication and hard work developing partnerships to improve the quality of lives for the residents. In addition to her strong history of community service, Shanika was recently appointed Vice President for the Indiana Black Librarians Network, an affiliate chapter of the Black Caucus of the American Library Association, and served on this year's National Conference of African American Librarians' Programming and Conference Proceeding committees for BCALA.

## **Catherine Lemmer - Ruth Lilly Law Library / [calemmer@iupui.edu](mailto:calemmer@iupui.edu)**

Catherine Lemmer is Assistant Director – Information Services at the Ruth Lilly Law Library, Indiana University Robert H. McKinney School of Law, Indianapolis, Indiana. Prior to becoming an academic librarian she worked in state government and public libraries. She has presented many times at local, state, and national conferences.

**Members of the Indiana State Library's Professional Development Committee:** Susan Akers, Rachel Applegate, Michelle Bradley, Nicole Brock, Kim Brown-Harden, Noah Brubaker, Brenda Campbell, Georgeann Doan, Dave Eisen, Julie Elmore, Susie Highley, Wendy Knapp, Catherine Lemmer, Carrie Sanders, Suzanne Walker, and Cheryl Wright



# Speaker Bios

## **Kym Kramer - Library and Information Science, IUPUI / [kakramer@indiana.edu](mailto:kakramer@indiana.edu)**

Kym Kramer has been involved with public school libraries for the past 20 years. She worked as an elementary media specialist in Pike Township for 10 years and then spent the 10 ten years working as the District Inquiry Specialist. While working in Pike, Kym also has worked for the LIS Department in the School of Informatics and Computing at IUPUI. In this role she supervises student teachers who are pursuing school library media certification in addition to teaching an ever-increasing load of courses. The focus of the courses include introductions to reference and information sources, on-line searching, school library media management, and seminars in children's and youth literature. She resigned from Pike at the end of July to fill a Visiting Lecturer role for LIS during the 2014-2015 school years. She has recently joined the editorial board for the AASL publication, Knowledge Quest.

## **Kirsten Leonard - Private Academic Library Network of Indiana / [kleonard@palni.edu](mailto:kleonard@palni.edu)**

Kirsten Leonard joined PALNI in 2010 as the library consortium's first Executive Director. PALNI is engaged in deep collaboration and has moved forward to share staff and expertise across the 23 independent libraries. As Chief Operations Officer, she prioritizes and completes strategic objectives from all departments of the PALNI libraries through multiple groups and a staff of seven. Prior to joining PALNI, Kirsten was at Indiana University Kokomo as the Assistant Director of Institutional Research and Electronic Resources/Documents Librarian, and held librarian positions at Ball State and Kettering University, and was Assistant Director of Technical Writing at Case Western Reserve University. She is currently leading a statewide effort to share print collections and identify collaborative purchasing opportunities for Indiana.

## **Sally Neal - Butler University Irwin Libraries / [sneal@butler.edu](mailto:sneal@butler.edu)**

Sally Neal is Associate Dean for Instruction and User Services at Butler University and, as a member of the Library's leadership team, has been involved in planning for, instituting, and assessing change at Butler Libraries. Using strategic planning and change management practices, Butler libraries merged library service points, migrated to a new library management system, and redefined public services staff positions in the span of a calendar year. Sally will share the strategies involved in making these transitions, including both the challenges and the excitement in changing and improving services to better meet 21st century learners.

## **Paula Newcom - Indiana State Library / [pnewcom@library.in.gov](mailto:pnewcom@library.in.gov)**

Paula Newcom is the Northeast Regional Coordinator for the Indiana State Library. Her experience in libraries for the past twenty-four years ranges from very small libraries to large county-wide systems. She has varied experience as Head of Youth Services (Crown Point Community Library), Reference Librarian and Webmaster (Marion Public Library in Grant County, Indiana); Audiovisual Services (Akron-Summit County Public Library). She obtained her Masters in Library Science from Indiana University.

## **Amber Painter - Indiana State Library / [apainter1@library.in.gov](mailto:apainter1@library.in.gov)**

Amber Painter is the Southeast Regional Coordinator for the Indiana State Library's Professional Development Office. She is particularly interested in community outreach, public programming, and maker spaces in libraries.

## **Paula Smith - Knox County Public Library / [psmith@kcpl.lib.in.us](mailto:psmith@kcpl.lib.in.us)**

Coming from a mechanical background, with an Associate's Degree in Aviation Maintenance from Vincennes University, Paula joined the Knox County Public Library in 2011 as the circulation supervisor. In 2014, she earned a Librarian Certification 5 from Ivy Tech Community College. The best part of Paula's job is getting to know the patrons and teaching them new skills. The Knox County Public Library was one of 10 libraries in the county to receive a "Libraries Transforming Communities" grant, enabling them to receive training in community engagement from ALA and the Harwood Institute for Public Innovation.

## **Katie Springer - Indiana State Library / [kspringer@library.in.gov](mailto:kspringer@library.in.gov)**

Katie Springer is a Reference Librarian at the State Library and manages the State Data Center Program for Indiana. She coordinates statewide training, answers statistical information requests, and performs the physical care of the library's Data Center collection. She acts as editor of *Friday Facts*, a weekly online government-information newsletter distributed statewide and is currently on the Board of the Indiana Geographic Information Council. She received her MLS from Indiana University in 2007. Katie was a member of the 2014 Indiana Library Leadership Academy cohort.

## **Amanda Starkel - Butler University Irwin Libraries / [astarkel@butler.edu](mailto:astarkel@butler.edu)**

Amanda Starkel is the Information Commons and eLearning Librarian at Butler University. Amanda is responsible for ongoing training and management of student employees within the Information Commons program. These students (over 30 of them) staff the library's service point and are trained in circulation, reference, and technology. Amanda has been a Moodle and Springshare administrator and also has experience teaching with free 2.0 tools like Trello, Poll Everywhere, Weebly, Adobe Voice, etc. She is passionate about information fluency and user-centered design. Before joining Butler, Amanda was an Instruction Librarian at Defiance College in Ohio. She graduated with an MLS from Indiana University-Bloomington in 2009.



# Speaker Bios

## **Michael Starks - Indianapolis Public Library / [mstarks@indypl.org](mailto:mstarks@indypl.org)**

Michael Starks, MLS, is Supervisor Librarian for Computer Instruction (CI) for the Indy PL. Michael and his team of computer instructors are responsible for planning, scheduling and implementing programs and classes in Central's Computer Lab. They help coordinate computer instruction classes and curriculum throughout the Indy PL system by compiling offerings and serving as a clearinghouse for sharing curricula and instructional resources among staffs at Central and other Branch Libraries. The team is also building community partnerships to promote, improve and deliver computer instruction services to patrons in the library and throughout the community. Before joining Indy PL in 2012, Michael was a Manager of Marketing and Communications at the IBM Corporation.

## **Edra Waterman - Hamilton East Public Library / [ewaterman@hepl.lib.in.us](mailto:ewaterman@hepl.lib.in.us)**

Edra Waterman is currently Director of Hamilton East Public Library with locations in Fishers and Noblesville, IN. A passionate advocate for excellence in library service, Edra has worked in Indiana public libraries in a variety of roles for the past 18 years.

## **Christina Wray - Center for Disability Information and Referral / [ccwray@indiana.edu](mailto:ccwray@indiana.edu)**

Christina Wray joined the Center for Disability Information and Referral (CeDIR) staff in August of 2006 with a B.A. in Religious Studies and Fine Press Publishing as well as a Masters of Library Science from Indiana University. Since her appointment as the Librarian at CeDIR, Christina has provided disability-related information services to patrons throughout the state of Indiana as well as providing training in this area to other librarians at the local, state, and national level. Christina was a member of the 2012 Indiana Library Leadership cohort.

## **Cheryl Wright - Indianapolis Public Library / [cwright@indypl.org](mailto:cwright@indypl.org)**

Cheryl Wright has worked for IndyPL for 26 years. She is originally from Evansville, Indiana. She has served at IndyPL as a librarian, manager, as the director of the Central Library, and an Area Resource Manager.

## **Quick Guide to Choosing Breakout Sessions for the Day**

10:50-11:35	The Foundation of Library Service: The Customers	Joe Fox	Goodrich-Houk Room	1a
	I Can Do This! Turn Negativity Into PEP	Lauren Burnett	Knall Room	1b
	Library Landscapes and Professional Opportunities	Kirsten Leonard, Cheryl Wright, Kym Kramer, Noah Brubaker	Riley Room	1c
11:45-12:30	Step Up Your Style: Presentations that will WOW Any Audience	Catherine Lemmer	Goodrich-Houk Room	2a
	Creating an Inclusive Library	Christina Wray	Knall Room	2b
	Tools for the Library Job: Increasing Our Skills, Expanding the Field, and Googling Like a Boss	Cort Eyer	Riley Room	2c
2:00-2:45	eReader Show and Tell	Kim Brown-Harden, Amber Painter	Goodrich-Houk Room	3a
	Managing and Coping with Change in the Library	Sally Neal, Brooke Cox	Knall Room	3b
	I am Communication Savvy! Key Pointers on Improving Communication	Lauren Burnett	Riley Room	3c
2:55-3:40	Reference 101	Katie Springer	Goodrich-Houk Room	4a
	The New INSPIRE and Why You Should Care	Paula Newcom	Knall Room	4b
	Engaging Your Community for Inspired Services	Michelle Bradley, Shanika Heyward, Paula Smith	Riley Room	4c
3:50-4:35	Technology Instruction	Michael Starks, Amanda Starkel	Goodrich-Houk Room	5a
	Collection Development from a Front Line Perspective	Rachel Applegate	Knall Room	5b
	From the Front Line to the Front Office: Taking Leadership to the Next Level	Edra Waterman	Riley Room	5c